

ABSTRACT

The present invention relates to a method for capturing call events and other information in a platform independent way. The method includes generating call event records in response to a SIP call events. A call event file is created that includes all the call event records collected by a server over a predetermined period of time. The call event file is an XML document that includes generic, uniformly formatted records that can be read by any network device equipped with an XML parser. XML documents include embedded instructions that enable a receiving computer to decode the records without needing a special proprietary interface.